

FREQUENTLY ASKED QUESTIONS

SARVAM UCS

What
When
Which
Where
How
Who
Why



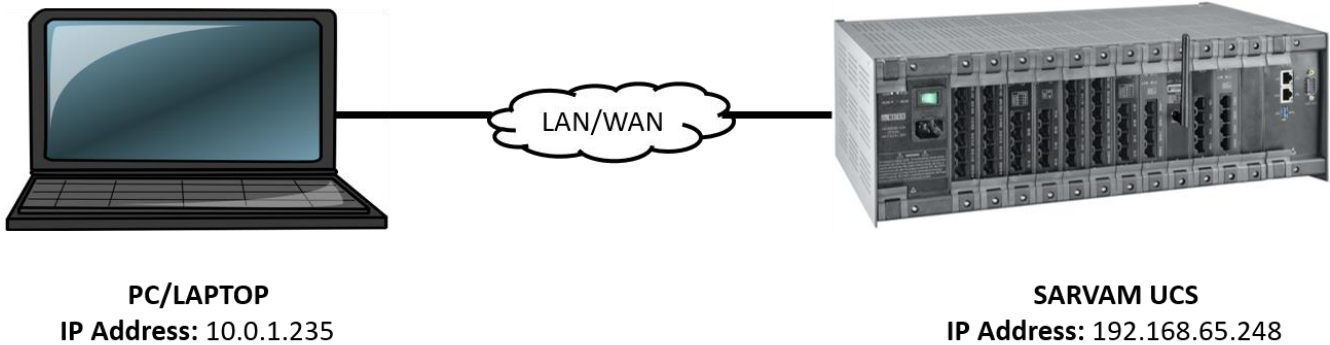
Date: 3rd July, 2017

Version: V1R1

Author: Vishal Govindiya

How to Generate SMDR Online through Ethernet Port?

Step 1: Connect SARVAM UCS with PC/Laptop directly through LAN/WAN Port of SARVAM UCS or through Network as shown below:



Step 2: Download and Install Kiwi Syslog software (trade mark of Kiwi Corporation).

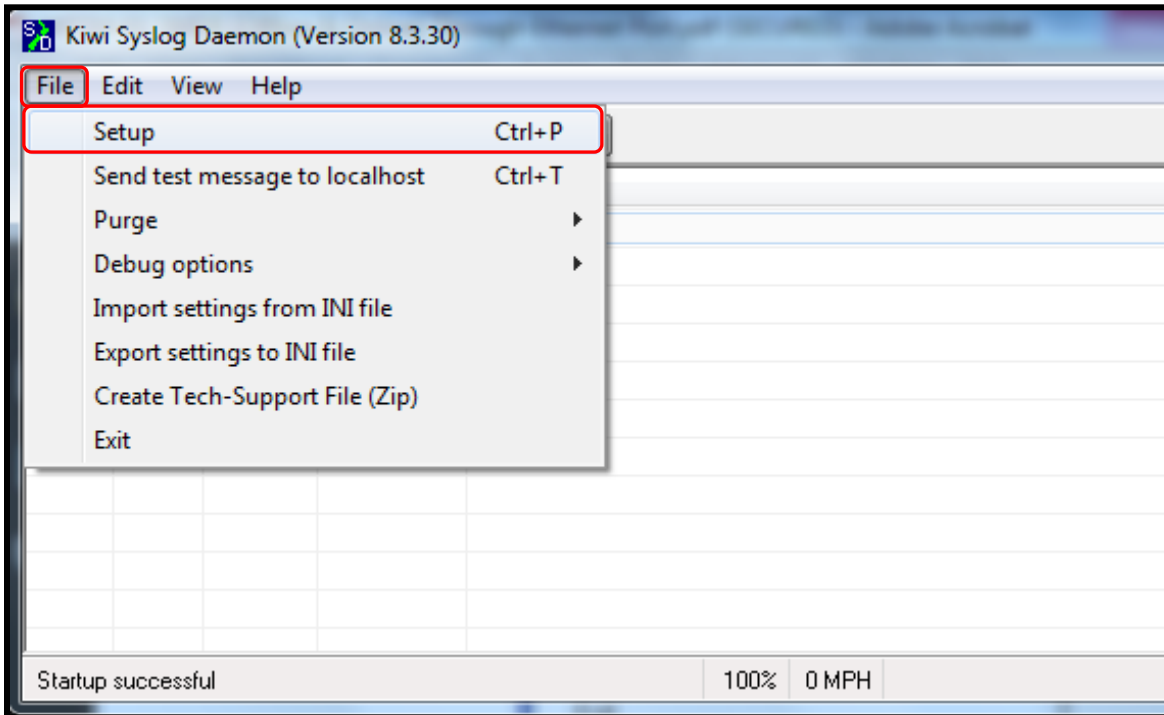
<http://www.kiwisyslog.com/kiwi-syslog-server-overview/>

- Install Kiwi Syslog Server as **Application**

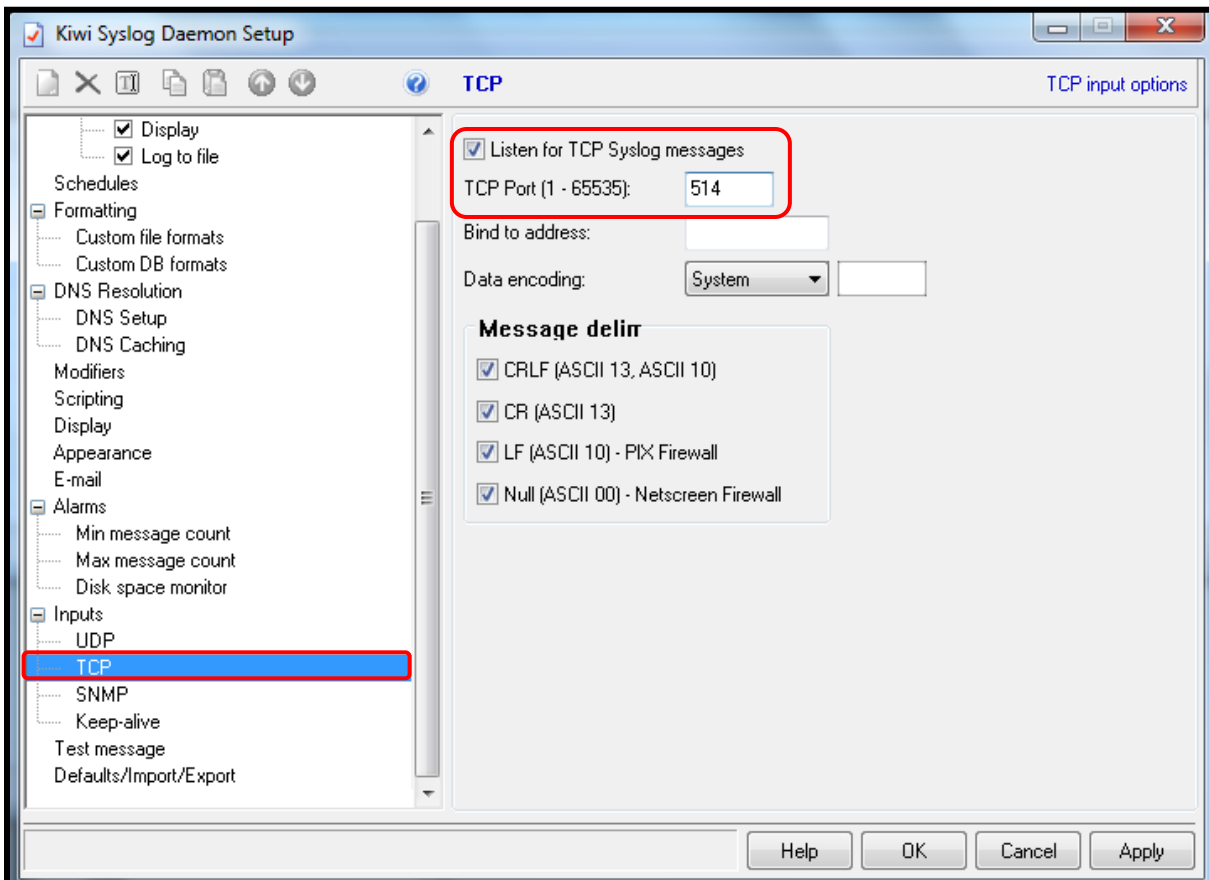


Step 3: Open Kiwi Syslog Server after successful installation.

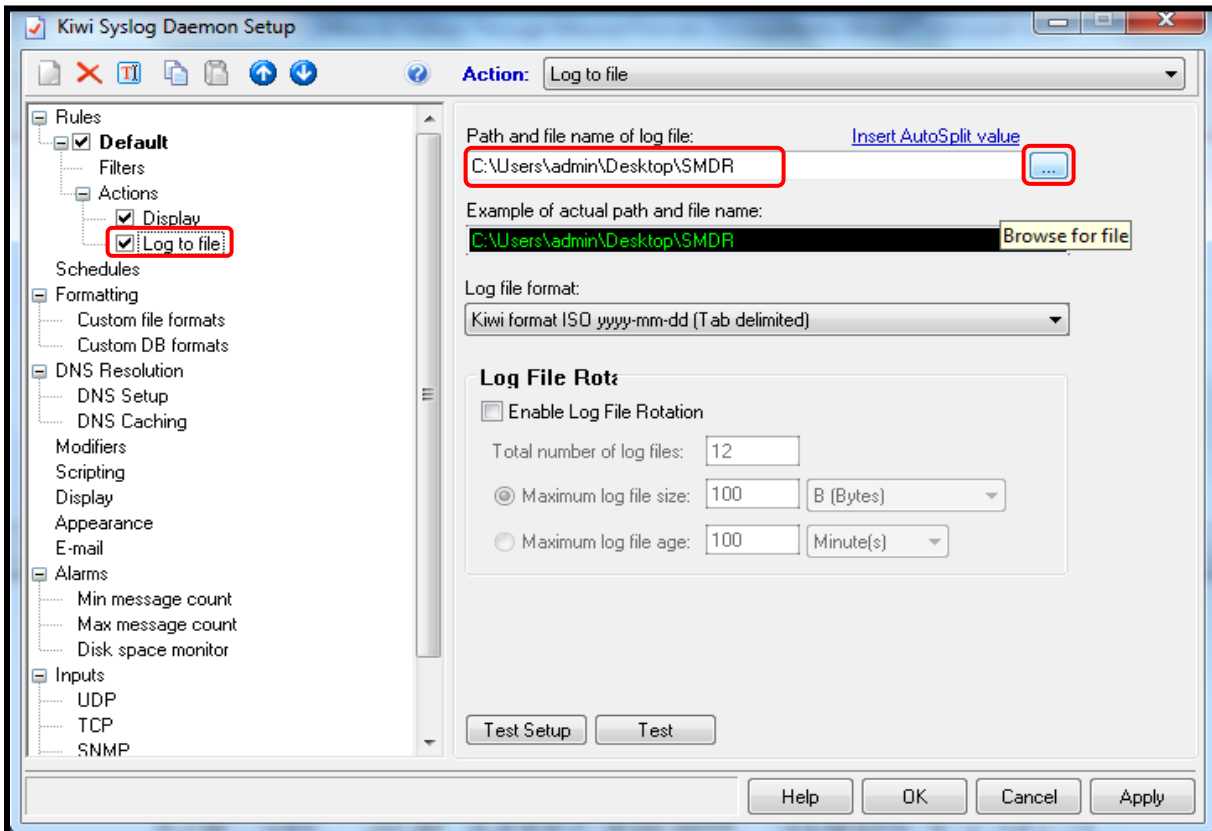
Step 4: Go to file menu and select setup.



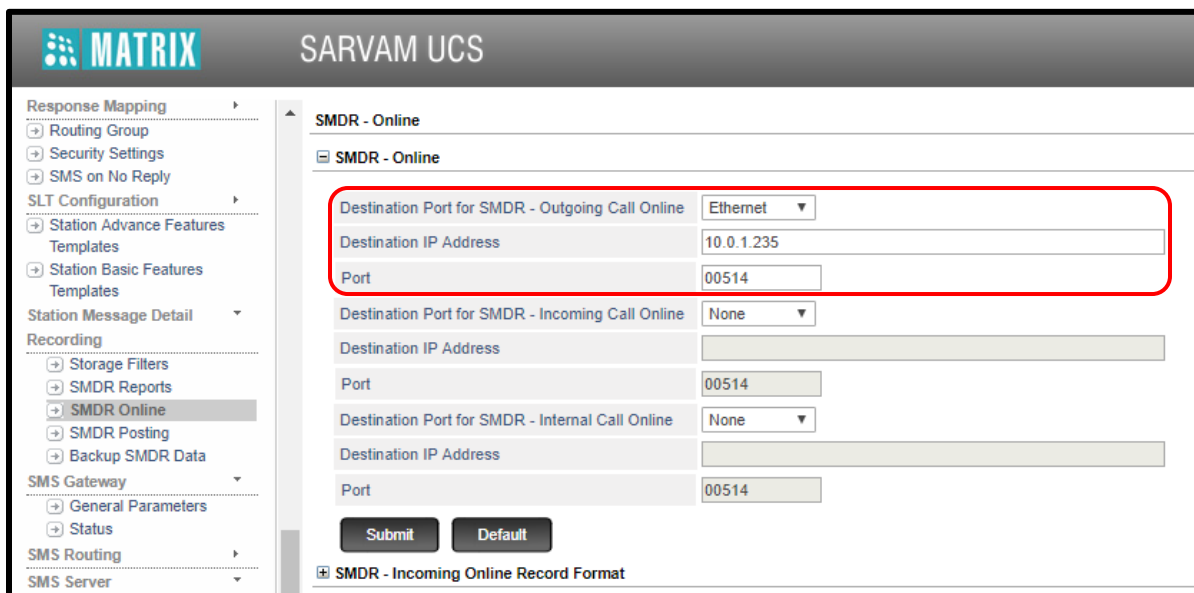
Step 5: Select TCP and program listening TCP port as mentioned below.



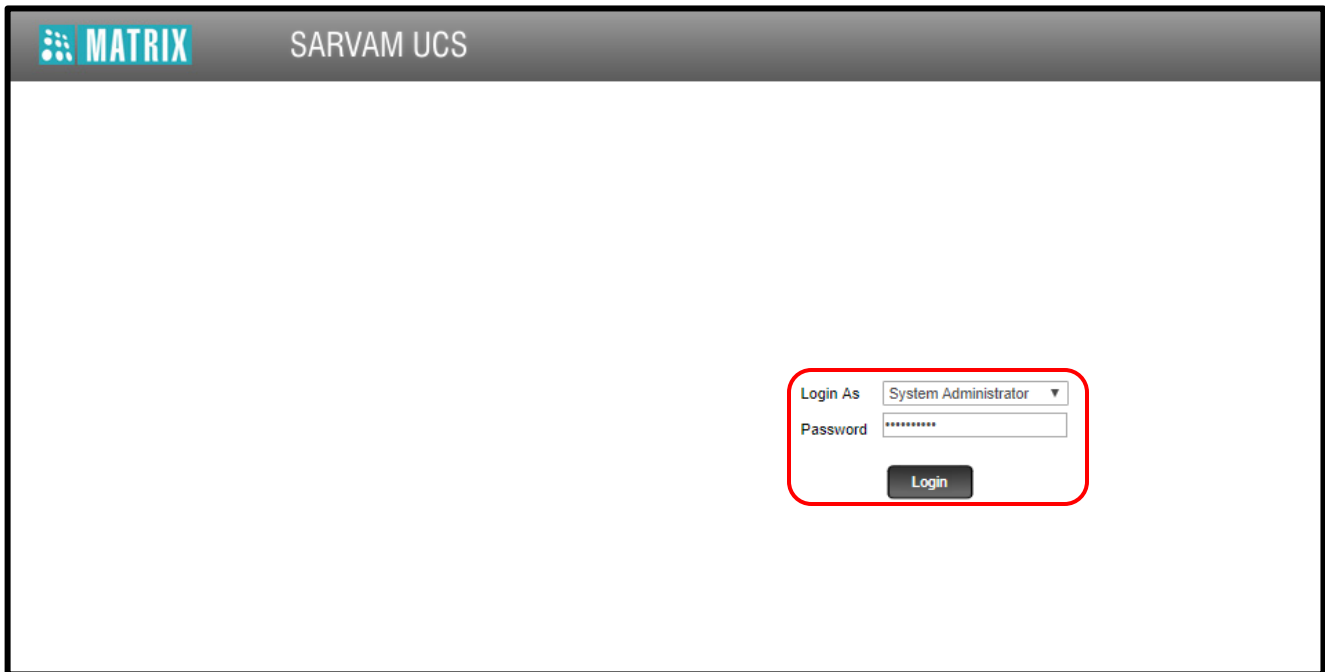
Step 6: Save SMDR file to desired folder of your PC as shown below. SMDR file will be in **.txt** format.



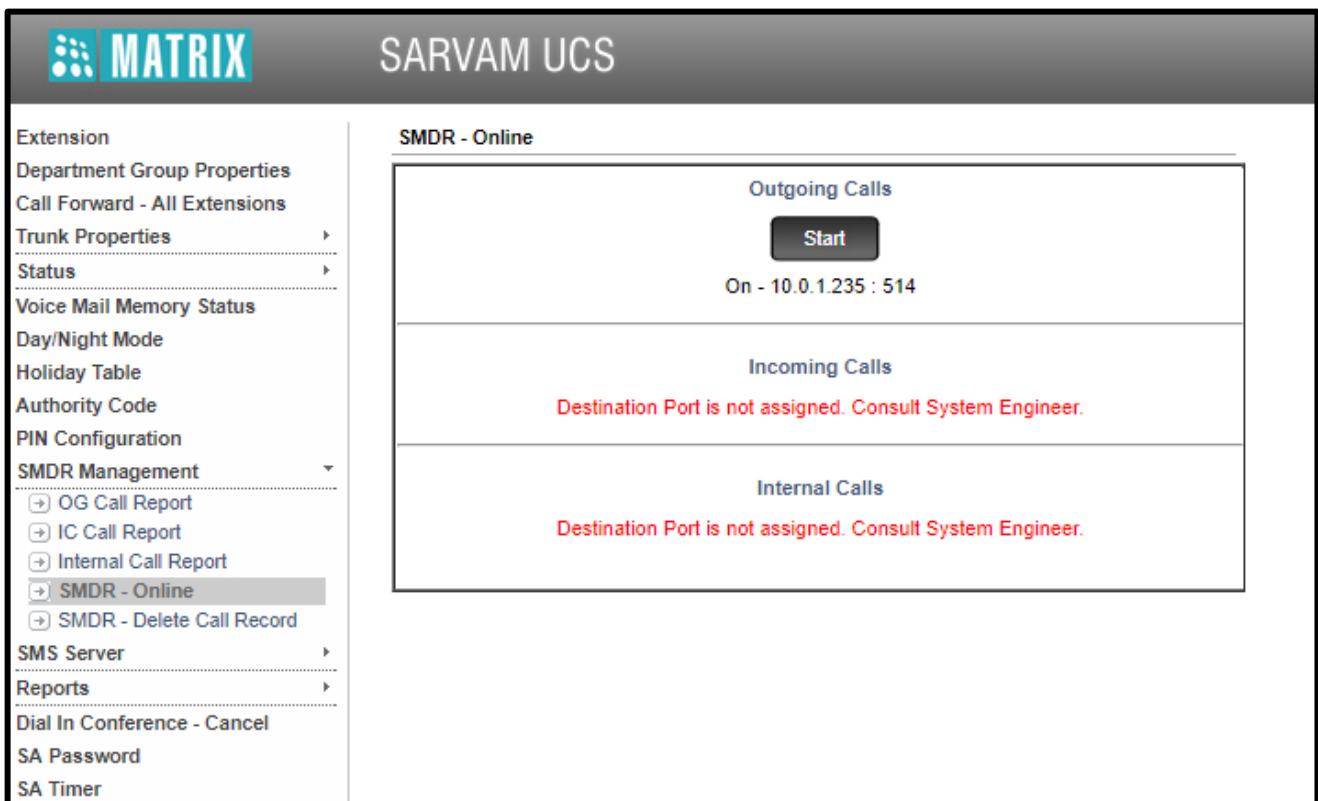
Step 7: Login to System Engineer Mode of SARVAM UCS. Go to **Station Message Detail Recording** → **SMDR Online**. Assign **Destination Port for SMDR Online** (Outgoing Call, Incoming Call, Internal Call). Assign IP Address of PC/Laptop in **Destination IP Address** field (10.0.1.235 in this case). Enter **Port** same as set in Kiwi Syslog Server in **Step 5**.



Step 8: Log out from System Engineer (SE) mode and log in to System Administrator (SA) mode.




Step 9: Go to **SMDR management** → **SMDR Online**. **Start** Button will be visible against the respective option (Outgoing Calls, Incoming Calls, Internal Calls) if the destination port is assigned as per **Step 7**. Click on **Start** to get SMDR Online.



Step 10: Finally, you will get outgoing offline SMDR report as shown below. You can open the file in **Notepad** or **Notepad++**.

07-03-2013	14:42:08	Local7.Debug	192.168.51.154	-----										
07-03-2013	14:42:08	Local7.Debug	192.168.51.154	1491	3001	000	V001	*4001	27-06-13	23:24:36	2	1	1.10	I
07-03-2013	14:42:08	Local7.Debug	192.168.51.154	1490	3001	000	V001	*4001	27-06-13	23:19:56	2	1	1.10	I
07-03-2013	14:42:08	Local7.Debug	192.168.51.154	1489	3001	000	V001	*4001	27-06-13	23:17:59	5	1	1.10	I
07-03-2013	14:42:08	Local7.Debug	192.168.51.154	1488	3001	000	P001	5056	19-06-13	13:31:58	48	1	1.10	I
07-03-2013	14:42:08	Local7.Debug	192.168.51.154	1487	3001	000	P001	5056	19-06-13	13:30:24	30	1	1.10	I
07-03-2013	14:42:08	Local7.Debug	192.168.51.154	1486	3001	000	P001	5055	19-06-13	13:29:17	18	1	1.10	I
07-03-2013	14:42:08	Local7.Debug	192.168.51.154	1485	3001	000	P001	5055	19-06-13	13:25:33	22	1	1.10	I
07-03-2013	14:42:08	Local7.Debug	192.168.51.154	1484	3001	000	P001	5055	19-06-13	13:22:22	18	1	1.10	I
07-03-2013	14:42:08	Local7.Debug	192.168.51.154	1483	3001	000	P001	5056	19-06-13	13:20:21	20	1	1.10	I
07-03-2013	14:42:08	Local7.Debug	192.168.51.154	1482	3001	000	P001	5056	19-06-13	13:15:39	44	1	1.10	I
07-03-2013	14:42:08	Local7.Debug	192.168.51.154	1481	3001	000	P001	5056	19-06-13	13:14:59	19	1	1.10	I
07-03-2013	14:42:08	Local7.Debug	192.168.51.154	1480	3001	000	P001	100	19-06-13	13:14:13	4	1	1.10	I

 ... If SMDR report is not getting generated on Kiwi Syslog display then it is advisable to disable the windows firewall and disable the antivirus software installed in your PC/Laptop.

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